

Job Description  
*Missouri State Highway Patrol*

Class Title: Driver Examiner Supervisor

Title Code: 7603

Effective Date: 06/27/96

Date Reviewed: 1/12/06 hrd

Date Revised: 1/12/06 hrd

**Immediate Supervisor:** Chief Driver Examiner or designee

**Position Supervised:** Driver Examiner I, II, III and Driver Examiner Clerk

**FLSA Classification:** Non-exempt

**Working Hours:** Normal working hours are 8:00 a.m. to 12:00 noon and from 1:00 p.m. until 5:00 p.m., Monday through Friday; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is responsible supervisory work in directing, monitoring, and coordinating the activities of driver license examiners and clerks assigned to a permanent station or traveling team. Duties also include keeping abreast of all laws, rules, regulations, and changes in the Driver Examination Program. An employee in this position may be reassigned or transferred from one examination site or CDL test site to another as ruled within a troop. The employee is the only authorized individual within the employee's area of supervision to approve drivers' license applicant identification when the required means of identification is unavailable from the applicant. The employee interacts with the public on a daily basis reference all facets of the driver examination process; exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided by the immediate supervisor to ensure conformance with established rules, policies, and procedures.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Supervises and evaluates subordinate's work performance, provides guidance and counseling as necessary; ensures new personnel are properly trained; checks the work of all subordinates periodically for progress; rides with subordinates periodically to check for scoring uniformity.

Keeps abreast of all laws, rules, regulations, and changes in the Driver Examination Program via regular updates (e.g., IOC's, e-mail, Driver Examination Procedural Manual updates or copies of new forms or updates from the Department of Revenue) generated by GHQ; explains new or revised policies and procedures to driver examiners and clerks and monitors compliance with same.

Schedules testing locations for written examinations, vision tests, etc., as required (e.g., ADA accommodation requests: oral test, interpreter, etc.).

Monitors written tests and answer sheets for scoring accuracy; takes appropriate action when discrepancies or employee misconduct is discovered reference improper test scoring.

Notifies appropriate personnel when examination stations are to be temporarily closed (e.g., due to bad weather, etc.).

Drives Patrol issued vehicle to survey and select courses for road testing and is responsible for the upkeep of the vehicle.

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Inspects applicant's vehicle to ensure vehicle meets all necessary operating requirements (break lights, horn, turn signals, and safe, clean seat for driver examiner); approves or rejects vehicles for mechanical or cleanliness reasons.

Inspects testing equipment and supplies (e.g., vision machines, etc.) daily to ensure availability and proper working condition; forwards requests for repair or replacement to GHQ.

Supervises the transportation arrangements of traveling crews.

Supervises or performs the administration of written, visual, oral, and driving tests to applicants for all classes of drivers' licenses.

Answers questions via telephone, in person, or correspondence concerning drivers license applications procedures, Driver Examination Program, etc; counsels applicants concerning examination curriculum or reasons for examination failure.

Trains new driver examiners and clerks and assists with division training as needed.

Conducts audits of third party CDL test programs.

Administers road examinations to applicants for all classes of drivers' licenses; explains improper actions to applicants during the examination and codes applications according to examination results. Road examinations require the examiner to ride in all types of vehicles including, but not limited to, tractor-trailers, large trucks, buses, vans, cars, etc.

Prepares daily and monthly reports for review and analysis by supervisor at troop and GHQ staff.

Performs other related duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the methods and procedures used in administering driver license examinations.

Knowledge of the laws, rules, and regulations pertaining to examinations for motor vehicle operators and the Commercial Driver License Program.

Ability to maintain the highest level of integrity in testing license and permit applicants.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to effectively schedule, plan, direct, and evaluate the work of driver examiners and clerks.

Ability to conduct driver license examinations in accordance with prescribed regulations.

Ability to operate a motor vehicle in accordance with Missouri State Highway Patrol policy and State of Missouri statutes, to include any Patrol assigned vehicle with the responsibility for its upkeep and basic maintenance.

Ability to establish and maintain harmonious working relations with others.

Ability to review reports for completeness, clarity, accuracy, and legibility.

Ability to exercise diplomacy and patience in dealing with the public.

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Ability to inspect equipment.

Ability to operate basic office machines and vision testing equipment.

Ability to maintain various records and files.

Ability to verbally answer inquiries and explain testing procedures to applicants applying for licensure.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work indoors or outdoors in inclement weather for extended periods of time.

Ability to provide information reference the Driver Examination program.

Ability to train new and current employees.

Ability to provide own transportation to and from various testing sights during normally scheduled working hours.

Ability to enter and exit vehicles including large trucks and buses to conduct CDL or examination road tests.

Ability to set up testing site and operate testing equipment.

Ability to work with material that may be of a sexual nature relating to criminal activity (i.e., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

### MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Possess at least four years experience as a Driver Examiner with the department.

Possess at least one year experience as a Driver Examiner III with the department.

### NECESSARY SPECIAL REQUIREMENTS

Must possess and maintain a valid Drivers' License.

Must be able to provide vehicle for transporting Driver Examination Crew to examination stations when a Patrol vehicle is unavailable.

Possess at least one year supervisory experience or successfully complete the department's supervision course as soon as practicable or possess comparable training.

Must have successfully completed a job-related examination specified by the Director of the Driver Examination Division.